

# VALERI

VA Loan Electronic Reporting Interface

**VALERI Help Desk Servicer Communications for Thursday, January 29, 2009**

## **Bulk Upload Template Tips**

On last Friday's weekly call we had a great demonstration from Rina Speciale on how to use the bulk upload template. She also shared with us some common bulk upload template mistakes that are made.

- Dates must be formatted as YYYY-MM-DD
- Any worksheet you are filling out that has (money) as one of the column header types must have a value filled in. If you don't have anything to report please enter a 0.
- The header tab must be completed for your file to be accepted and your servicer id is your unique six-digit servicer id that the VA has for your company.

Please contact the help desk if you receive an automated email saying that your file did not upload and you need help understanding how to correct the errors. We also have a list of all of the servicer id numbers, so you can also contact us if you need to verify your company's number.

## **Event Administration Feature: Electronic Default Notifications (EDNs)**

The issue with the Event Admin feature has been resolved. If you are a direct connection servicer and you need to submit a manual EDN please use the Event Admin feature. You no longer need to use the bulk upload template to submit EDNs.

## **New! Transfer of Custody Guide**

If you submit a transfer of custody (TOC) event in VALERI and it rejects and you need assistance with understanding why it rejected please refer to the new 'Transfer of Custody Rejection Guide' that is posted on [www.homeloans.va.gov/valeri.htm](http://www.homeloans.va.gov/valeri.htm). This guide reviews the three most common reasons as to why a TOC could reject and then explains how to proceed with the loan. After reviewing the guide, if you need further assistance please contact your assigned VA technician.

## **Max Allowables Spreadsheet**

The updated list of max allowables will be posted on [www.homeloans.va.gov/valeri.htm](http://www.homeloans.va.gov/valeri.htm) by the end of the week. Please be sure to refer to this for the most up-to-date amounts.

## **Administrator Training: Change to Procedure**

If you need administrator access to VALERI please review the administrator guide entitled [Event Administration Guide \(Event Administrators Only\)](#) with someone at your company who already has administrator access. Once you have completed your review, please sign the last page and fax it back to us at: 215-991-5448. Your user account in VALERI will then be updated. Please note that this is a change from our previous process. You no longer need to email the Help Desk that you have completed training.

## **Action Required for Direct Connection Servicers: New Daily Change File, Compliance Required by May 1, 2009**

All direct connection servicers are required to use the new daily change file by May 1, 2009. The file is being updated to include the Transfer of Custody Event. This will allow servicers to send this event over to VALERI automatically and will no longer require you to manually report each Transfer of Custody through the Servicer Web Portal. Please work with your service bureau (MSP, Fi-serv, etc) to prepare your new file. There will be a phased implementation of this new file. Your servicing shop may begin submitting the new file in any of the following four groups:

**February 1, March 1, April 1, or May 1.** Once you know when your file will be ready, please email the Help Desk indicating which group you would like to join.

**Emails and Error Messages to the Help Desk**

Please continue to send clear and descriptive emails of issues you come across in VALERI. Be sure to include the VA loan number, what you are doing in the system, and the exact problem that occurred. Also, if you come across a server or error message in VALERI and are reporting it to the Help Desk, please copy and paste a screen shot of the error into a Word Document and attach the document to an email. This allows us to forward the error message directly to our second level help desk. Thanks for your assistance with this.

**Reminder: New Help Desk Contact Information**

**New Hours:** 7:30am-4pm EST

**New E-mail:** Please send all help desk e-mails to: [valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)

**Data Quality Issues:** Please send all data quality related issues to [valeridataquality.vbaco@va.gov](mailto:valeridataquality.vbaco@va.gov)

**New Fax:** 215-991-5448

**Same Phone:** While email is now the best way to contact us, our phone number has remain unchanged and is: 1-877-309-6947

Thanks,  
The VALERI Help Desk Team  
1-877-309-6947  
Fax: 215-991-5448  
7:30am-4pm EST  
[valerihelpdesk.vbaco@va.gov](mailto:valerihelpdesk.vbaco@va.gov)